**MASTER SERVICE AGREEMENT (MSA) FOR IMAGING, DOCUMENT  MANAGEMENT, AND WORKFLOW PROJECT IMPLEMENTATION**

**CATEGORY SIZES**

THREE (3) CATEGORY SIZES

Category I (1-30 client or server licenses)

Category II (31-150 client or server licenses)

Category III (151 or more client or server licenses)

**PRODUCT CATEGORIES**

PRODUCT CATEGORY A - ELECTRONIC DOCUMENT IMAGING

Electronic document imaging shall mean the storage and retrieval of all bitmap documents, regardless of electronic file format (i.e., tiff, etc.). Storage and retrieval shall include various aspects of repository management and database strategies for scaleable document imaging solutions.

PRODUCT CATEGORY B - ELECTRONIC DOCUMENT MANAGEMENT

Electronic document management shall mean the management of electronic documents, regardless of electronic file format (i.e., tiff, MS Word, email, etc.) , utilizing various methodologies to manage all documents generated by multiple software applications, topologies and architectures throughout LAN/WAN/WEB environments.

PRODUCT CATEGORY C - ELECTRONIC WORKFLOW

Electronic workflow shall mean the automation of business processes in an electronic environment employing various methodologies and strategies for enabling increased productivity, accountability, and reliability.  Implementing technologies include: business process analysis and modeling software tools, workflow design software tools, workflow integrating software tools, workflow management software tools, and the resources to support these technologies.

PRODUCT CATEGORY D – RECORD CENTER MANAGEMENT

Record center management product shall mean specialized software for management of physical records and/or record centers. Functionality shall include, but not necessarily be limited to, electronic management of physical documents utilizing approaches such as bar code labels or color top/end-tab file folder labels, document or container (e.g., file) check-in and check-out, and document location.

PRODUCT CATEGORY E – COMPUTER OUTPUT TO LASER DISK (COLD)/ENTERPRISE REPORT MANAGEMENT (ERM)

Computer output to laser disk shall mean the storage and retrieval of data which is then organized to fit various electronic report formats/templates.

PRODUCT CATEGORY F – DATABASE MANAGEMENT SYSTEMS

Database management systems shall mean all database functionality meeting industry data management standards and/or acceptable industry practices, including but not limited to database inter-connectivity, for the storage and manipulation of data.

## PRODUCT CATEGORY G - ELECTRONIC FORMS SOFTWARE

Electronic forms software shall mean forms created, routed, and/or managed by software specifically designed to provide electronic data/document capture through an electronic form. This can be accomplished by either an integrated workflow automation system or by providing a workflow engine internal to the electronic forms software application.

## PRODUCT CATEGORY H – CAPTURE SUB-SYSTEMS SOFWARE

Capture sub-systems software shall mean software that is a complete capture sub-system, e.g., specialized for design and capture of multifaceted document prep, scan, quality assurance, data index/capture/classification, data verification, document migration functioning as a separate yet supportive software application, for integration into a document imaging, document management and/or workflow automation system, etc.

## PRODUCT CATEGORY I – CLASSIFICATION AUTOMATION SOFTWARE

Classification automation software shall mean specialized software for the automatic classification and indexing of documents and/or data. Functionality shall include, but not necessarily be limited to, electronic classification of documents utilizing approaches such as classification (perhaps including grammatical knowledge) rules based evaluation of document meta data and text content/context.

## PRODUCT CATEGORY J – ELECTRONIC RECORDKEEPING SYSTEM SOFTWARE

Electronic recordkeeping system software shall mean specialized software for management of physical records together with the management of electronic documents, regardless of electronic file format (i.e., tiff, MS Word, email, etc.) , utilizing various methodologies to manage all documents generated by multiple software applications, topologies and architectures throughout LAN/WAN/WEB environments. Additional functionality shall include, but not necessarily be limited to, electronic management of all records information management (records retention and disposition management) regardless of storage medium or location. Electronic Recordkeeping Software may also provide for the automation of records classification and indexing.

## PRODUCT CATEGORY K – RECORDS INFORMATION MANAGEMENT SOFTWARE

Records information management software shall mean specialized software for electronic management of records information management, e.g., records retention and disposition management, within one or more storage mediums and/or locations.

## **SUPPORT SERVICES**

### PROGRAMMING

Programming shall include all generation of code, either via the contractor or through third party providers, which is created or employed in providing document imaging, document management, and workflow implementation services.

### INTEGRATION

Integration services refers to the integration of various software and hardware components (products and services) in order to provide a customized solution utilizing "best of breed" product types to meet specific needs of the governmental agency.

### INSTALLATION

Installation shall include all installation and testing of each automation component and all components working together consistent with the goals of the FSR, the Implementation Plan and the deliverables itemized in the workorder.

### TRAINING

Training shall include all training necessary to bring staff to a proficient level of expertise in the operation of each automation component and all components working together consistent with the goals of the FSR, the Implementation Plan and the deliverables itemized in the workorder.

### MAINTENANCE

Maintenance shall include all necessary maintenance to maintain the reliable performance of each automation component and all components working together consistent with the goals of the FSR, the Implementation Plan and the deliverables itemized in the workorder

## GLOSSARY OF TERMS

ACCESSION - The initial placement of the assigned shelf location at the State Records Center (SRC).

ADF - Automatic Document Feeder on scanner equipment.

AIIM - Association for Information and Image Management International, A membership organization founded in 1943 devoted to creating industry standards and disseminating information about the document management industry.

ANALOG - Representation in a form similar to the source (e.g. paper to microfilm vs. paper to digital (Tiff)).

ANSI - American National Standards Institute. A membership organization founded in 1918 that coordinates the development of U.S. voluntary national standards in both the private and public sectors. It is the U.S. member body to ISO and IEC.

APERTURE OR APERTURE CARD - Aperture card. 35mm microform frame inserted into an IBM punch card with index information punched into the card.

API  Application Program Interface - Any language and format used by one program to help it communicate with another program. An application software provides API's that enable programmers to repackage or recombine parts of the application's functions, or integrates the application with other applications, or to customize the user interface to that application.

ARCHITECTURE - How a system has been designed and the components connected together. (Software, Hardware, Networks, etc.)

ARCHIVAL QUALITY - The reliability of a storage medium to be able to reproduce a representative copy of an image. Archive expectations differ, but archival quality media should provide safe storage for at least 50 years.

Banyan VINES – Virtual Networking System. AUNIX V-based network operating system from Banyan Systems Inc. that runs on DOS and OS/2-based servers.

BATCH - Bundling work in groups for high volume processing through a series of  tasks (preparation, scanning, indexing, etc.)

BMP - (BitMaP file) Also known as a "bump" file, it is a Windows and OS/2 bitmapped graphics file format

BORDER CONTROL - Controlling the frame size of the scanned image such that a minimum amount of background is visible outside the edge of the image being captured.

BRIGHTNESS - The reflectiveness of an overall image, including both light and dark areas.

CAR Computer Assisted Retrieval - Computer systems that locate or identify data stored on stored on microform or paper and/or assist in the retrieval.

CLASSIFICATION - The systematic identification and arrangement of information, as opposed to indexing with is the location reference.

COLD Computer Output to Laser Disc - Coded data (e.g. ASCII databases) generated by a host computer stored on optical disc. COLD replaces COM as a mainframe storage medium.

COM Computer Output to Microform - The process of converting data to microfilm or microfiche.

CONTRAST - The degree of difference between the lightest and darkest tones in an image.

CONVERSION - The conversion of images in one medium type to images of a different medium type.

DATA CAPTURE - The systematic extraction of data from various media. (Key Data Entry, Barcode recognition, OCR, mark sense recognition, etc.)

DATA WAREHOUSE - An archival database, as opposed to operational database.

DATABASE (OPERATIONAL) - The database(s) used in the day-to-day business of an enterprise.

DATABASE DESIGN - The design of a data model for deployment to database.

DATABASE MAINTENANCE - Maintaining the structural (data) integrity of a database, together with various modification of the database as it may relate to a changing data model.

DATABASE MODELING - The construction of various data scheme that models the database capacity to meet the requirements of a business process in an enterprise.

DENSITY - Degree of darkness of an image as measured by a densitometer.

DESTINATION MEDIUM - The medium into which an image is being converted.

DIAZO - A type of film and a process in micrographics by which a film copy is made of an original with the same polarity ( negative to negative).

DIGITAL- Binary code used to record information, as opposed to analog. Tiff images are digital and film images are analog.

DPI Dots Per Inch - A measurement of scanner resolution. The number of pixels a scanner can physically distinguish in each vertical and horizontal inch of an original image.

DUPLEX - The ability of the scanner to scan both sides of a sheet simultaneously. Requires two scanner heads for two sides to be captured in one pass.

ELECTRONIC DOCUMENT IMAGING - The capture, storage and retrieval of scanned images (primarily bitmaps) maintained in an electronic format accessible to one or more computers.

ELECTRONIC DOCUMENT MANAGEMENT - The indexing and intelligent retrieval of documents (correspondence, spreadsheets, scanned images, etc.) maintained in an electronic format accessible to one or more computers.

ELECTRONIC FORMS - Graphics merged electronically with data to enable the user to fill out a form on the computer screen for subsequent routing for further action.

EPS Encapsulated PostScript - A PostScript file format used to transfer a graphic image between applications and platforms.

ERM Enterprise Report Management – Manages unstructured and semistructured computer-generated output. ERM is sometimes called computer output to laser disk (COLD) technology.

FILE - A collection of documents (one or more images) contained within a unique record.

FORMS RECOGNITION - In OCR, the ability to recognize a specific type of document and to then accurately extract data from that form in predictable locations.

FRAME CONTROL - The ability of a system to automatically adjust the frame size of an image consistent with the image border demands.

FSR Feasibility Study Report - FSR's are required by the State of California before an agency or department can proceed to implement any electronic document system.

GRAYSCALE - The range of shades of black an image has, measured from zero for black and some other number (often 255) for white. A grayscale image allows for greater image adjustment post scan than a black and white image resulting in greater post scan viewing flexibility for a widely varying source image population.

HSM Hierarchical Storage Manager - Software used in the storage and retrieval of images on optical jukeboxes.

HYBRID SYSTEMS - Electronic Document Imaging and Workflow Systems which meet few industry standards or norms, but for one or more reasons are required in order for a business process within an enterprise.

ICR Intelligent Character Recognition or Image Character Recognition - The machine recognition of hand-printed characters as well as machine printing that is difficult to recognize.

IDENTIFICATION SHEETS - Paper sheets containing bar codes or other machine-readable information for postscan identification by specialized recognition software.

IMPLEMENTATION - To carry out or put into place a final automation plan consistent with an approved Feasibility Study Report.

IMPLEMENTATION PLAN - A plan to be submitted by the contractor to the governmental agency detailing the implementation of the approved FSR "proposed solution". In considering that solution, contractor's recommendations may provide for substitutions and/or enhancements, consistent with the specified total estimated costs within the FSR. Contractors will be required to submit an "implementation plan" in response to a request by any agency using this MSA. The implementation plan must follow guidelines established by this MSA and detail the cost, time, and all products and/or services.

INDEXING - Establishing one or more references to information which has been previously identified (or classified).

INTERFILE - The placing of new files or refiles in an existing file inventory.

IPX/SPX – Internetwork Packet Exchange/Sequenced Packet Exchange

JDBC - (Java DataBase Connectivity) A programming interface that lets Java applications access a database via the SQL language

JOB - A specific task or project.

JPG - Graphics file type/extension (lossy compressed 24 bit color image storage format developed by the Joint Photographic Experts Group)

JUKEBOX - A device that holds multiple optical discs and one or more disc drives, and can swap discs in and out of the drive as needed. Also called a "near-line" category of storage.

KDE Key data entry - Manual data input by key data entry operators.

LABELING - Application of a label providing classification and/or indexing information.

LAN Manager - A network operating system from Microsoft that runs as a server application under OS/2. It supports both DOS, Windows and OS/2 clients. LAN Manager was superseded by Windows NT Server, and many parts of LAN Manager are used in NT.

LFI Linear File Inches - A measurement of files on a shelf or in a file cabinet that is used estimating many different aspects of record keeping (i.e. quantity of shelving required, images per file inch in electronic conversions of existing paper files for inclusion in an electronic document system).

MAPI – (Mail API) A programming interface from Microsoft that enables a client application to send to and receive mail from Exchange Server or a Microsoft Mail (MS Mail) messaging system. Microsoft applications such as Outlook, the Exchange client and Microsoft Schedule use MAPI.

MSA - Master Service Agreement as defined in the body of this RFP.

NetBeui – NetBIOS Extended User Interface

OCR Optical Character Recognition - Software with the ability to recognize and translate bitmapped scans or faxes of printed alphanumeric (or other specialized) characters into machine-readable (ASCII or formatted) text.

ODBC (Open DataBase Connectivity) - A database programming interface from Microsoft that provides a common language for Windows applications to access databases on a network. ODBC is made up of the function calls programmers write into their applications and the ODBC drivers themselves

OLE DB - OLE DB is Microsoft's strategic low-level interface to data across the organization. OLE DB is an open specification designed to provide an open standard for accessing all kinds of data.

OMR - Optical Mark Reader - A scanner that reads marks on specific areas of the page.

OPEN - Non-proprietary, utilizing current industry standards ensuring inter-connectivity between applications adhering to those standards

PATTERN RECOGNITION - An OCR technique. The use of libraries of information about how characters are built - artificial intelligence experts - in all fonts and sizes. Also called *feature extraction*, because the experts examine certain parts, or features, of the characters and cumulatively agree on whether the character meets enough criteria to identify it as one character or another.

PHYSICAL DOCUMENT TRACKING - Software that tracks the location and other data relating to an object (e.g. paper file folders, documents, boxes, desks, etc.) by use of one or more machine readable identifying tags (e.g. bar codes, magnetic strips, etc.) and interfaces with an electronic document imaging (workflow, management, etc.) system, linking the physical items to the related electronic items.

PDF -Portable Document Format - The page description language used in the Acrobat document exchange system. PDF files have become a de facto standard for transmitting documents to commercial printers and to the Web for online publishing.

PPM Pages Per Minute - The rated throughput of a scanner (printer, etc.).

PPTP Point-to-Point Tunneling Protocol - A protocol that encapsulates other protocols for transmission over an IP network. For example, it can be used to send NetWare IPX packets over the Internet. Due to its RSA encryption, PPTP is also used to create a private network (VPN) within the public Internet. Remote users can access their corporate networks via any ISP that supports PPTP on its servers.

PRODUCT - Anything connected with this MSA that is not a service.

PROGRAMMING - The writing of programming code for integration of products under this MSA.

PURGING - The systematic removal of documents from a given population of source or converted images.

RAD - Rapid Application Development.

RESOLUTION - The number of dots (dpi) that make up an image on a screen or printer. The ideal resolution is a trade-off between image quality and the overhead in storage power and processing strength (which translates to cost) required to use it.

SERVER SECURITY - Ensuring security relating to the actual data or private HTML files stored on the server.

SERVICE - A service under this MSA is the definition used by the California Department of General Services.

SESSION SECURITY - Ensuring that data is not intercepted as it is broadcast over the Internet or Intranet.

SILVER - A type of film used in microform in photographing an original film image (as opposed to diazo).

SOURCE MEDIUM - The medium of the source images (e.g. paper) prior to conversion to another medium.

SRC State Records Center - The State Records Center is located in West Sacramento, California. This center is a California State Government facility providing storage and retrieval services for "inactive" records, together with certified document destruction.

SRC STORAGE NUMBER - State Records Center number for the fixed physical location of a 1.2 cubic foot storage box. This number therefore becomes the box number.

STANDARD GROUP FOUR TIFF - Standard compression algorithms, set by the CCITT for fax, used in conjunction with Tagged Image File Formatting (a bitmap file format invented by Aldus for describing and storing color and grayscale images).

SYMMETRICAL MULTI-PROCESSING - Program utilizes multi-tasking and multi-threading in such a manner as to automatically load level over two or more processors in an operating environment such as Unix or Windows NT.

TCP/IP Transportation Control Protocol/Internet Protocol - A communications protocol developed to internetwork dissimilar systems. This de facto UNIX standard is the protocol of the Internet and has become the global standard for communications.

THRESHOLD DETECTION - The scanner software detection of pixels at varying levels enabling the capture of only images which meet certain minimum criteria, and the discarding of those that are of insufficient pixel number.

TIFF Tagged Image File Format - A bitmap file format, invented by Aldus, for describing and storing color, grayscale, and black and white electronic images.

TRAINING - The instruction in the operation of various service or product components under this MSA..

TRC Technical Response Certification form - This form is included in the bid package for all bidders to use in the certification of the various technical requirements.

USER-AUTHENTICATION SECURITY - Ensuring login security that prevents unauthorized access to information.

VIM (Vendor Independent Messaging Interface) - A programming interface developed by Lotus, Novell, IBM and others. In order to enable an application to send and receive mail over a VIM-compliant messaging system such as cc:Mail, programmers write to the VIM interface.

VPN Virtual Private Network - A private network that is configured within a public network.

WMF - Windows Metafile

WORKFLOW - Automating the orderly procedures for handling business processes. Workflow systems are usually based on electronic versions of documents - how they are routed through departments in a company; which transactions have to be accomplished in which order, what to do about executions and mistakes - are all workflow concerns. Among the many tasks performed, workflow software generally schedules processing, routes documents automatically among users and tracks document status.